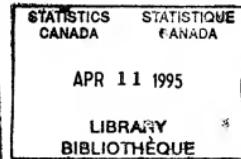


Statistics Canada

Form OC-2

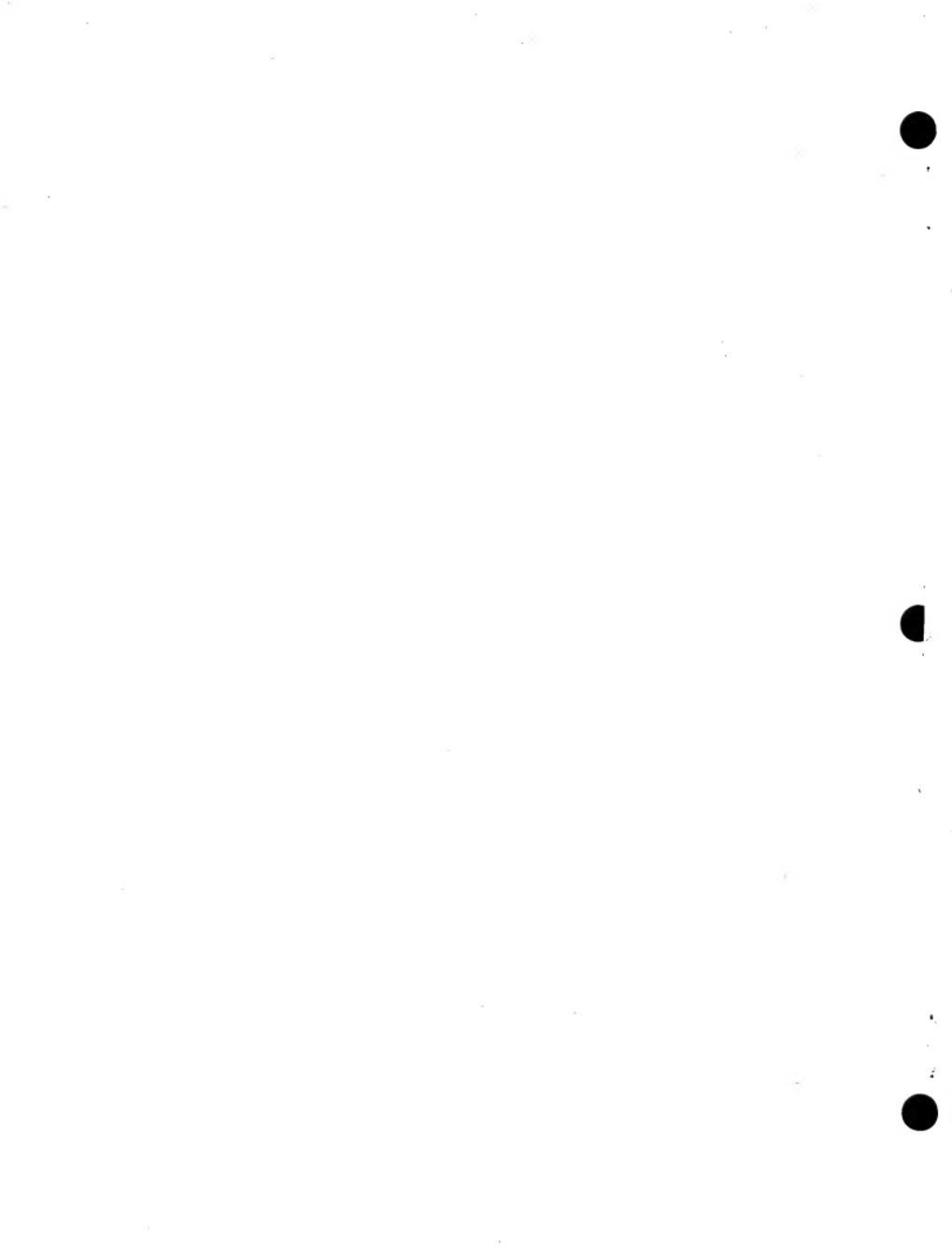
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1991 Census of Canada

Overcoverage Survey - Private Dwellings

Interviewer's Manual



## TABLE OF CONTENTS

	Page
I. INTRODUCTION .....	3
A. Purpose of the Survey .....	3
B. Methodology .....	3
C. Results of the Survey .....	3
D. Your Responsibility as an Interviewer .....	4
1. Telephone Interviewing .....	4
2. Field Follow-up .....	4
E. Confidentiality .....	5
F. Language Problems .....	5
1. Official Languages Act .....	5
2. Language Problems other than French or English .....	5
G. Questions from Respondents .....	6
II. GENERAL INSTRUCTIONS .....	7
A. Duties .....	7
B. Guidelines for Interviewing .....	7
C. Supplies .....	8
III. TRAINING .....	9
A. General .....	9
B. Training Plan .....	9
C. Preparation of Assignment .....	9
IV. INTERVIEW PROCEDURES .....	12
A. General .....	12
B. Step 1 Procedures .....	12
C. Step 2 Procedures .....	12
D. Step 3 Procedures .....	14
E. Step 4 Procedures .....	14
F. Edit and completion of front cover .....	14
G. Completion of the Overcoverage Survey Sample Control List, Form OC-6 .....	15
1. Questionnaire completed by telephone .....	15
2. Questionnaire completed by field follow-up .....	15
3. Household could not be traced during field follow-up .....	15
H. Completion of Assignment .....	16

TABLE OF CONTENTS (con't)

	Page
V. COMPLETING THE QUESTIONNAIRE . . . . .	17
A. Front Cover . . . . .	17
B. Step 1- Telephone trace record . . . . .	17
C. Step 2 - Field follow-up and last resort questions	19
D. Step 3 - Coverage Section . . . . .	19
E. Step 4 - Content section . . . . .	22
F. Comments section . . . . .	22
G. Editing the Questionnaire . . . . .	23
H. Completing the front cover . . . . .	23
I. Special Cases . . . . .	24
1. More than one questionnaire for a household .	24
2. Refusals . . . . .	25
VI. ADMINISTRATION . . . . .	29
A. General . . . . .	29
B. Payment of Interviewers . . . . .	29
1. Telephone Interviewers . . . . .	29
2. Field Interviewers . . . . .	30
APPENDIX A: TRACING HOUSEHOLDS . . . . .	31
APPENDIX B: OVERCOVERAGE SURVEY RATIONALE . . . . .	33

## I. INTRODUCTION

### A. Purpose of the Survey

The Overcoverage Survey is one component of a study to measure the incidence of overcoverage in the 1991 Census of Population.

Overcoverage occurs when people are counted more than once in the Census, or when people who should not be enumerated e.g., foreign residents, pets, fictitious people are counted as part of the Canadian population.

To obtain an exact count of the Canadian population, it is necessary to determine how many persons were counted more than once, and those who should not have been included.

The survey will also obtain information about the causes of overcoverage to be used in developing improvements for future censuses and in evaluating selected topics asked in the census.

### B. Methodology

To achieve these objectives, a sample of 2,000 enumeration areas (EAs) has been selected across Canada. The sample includes 30,000 households or 80,000 persons enumerated in private dwellings during the census.

The address and telephone number of each selected household were transcribed from the census Form 2 to an Overcoverage Survey questionnaire, Form OC-1, in the Field Collection Unit. The name, date of birth, sex and relationship of each household member were also transcribed.

You will contact each selected household and complete the Overcoverage Survey questionnaire to determine where persons were counted on Census Day, June 4 and to get other addresses where they might have been enumerated. Households that cannot be contacted by telephone will be visited by field interviewers to complete a questionnaire.

### C. Results of the Survey

The results of the survey will be used to:

1. provide official estimates of the rate of

overcoverage in the 1991 census;

2. evaluate the quality of data collected concerning language, ethnic origin and marital status;
3. improve the quality of the next census.

**D. Your Responsibility as an Interviewer**

Duties for the Overcoverage Survey will involve trying to contact the selected household by telephone to complete a questionnaire and, if this is unsuccessful, a field interviewer will try to contact the household and complete a questionnaire.

**1. Telephone Interviewing**

The Overcoverage Survey - Private Dwellings is planned to be conducted following the completion of sample selection and transcription in the Field Collection Unit. The exact starting date will depend upon the arrival of questionnaires from the Field Collection Unit but should be August 15 at the latest. Telephone interviewing will continue until approximately September 20.

Your responsibility is to attempt to contact each selected household in your assignment by telephone and to complete an Overcoverage Survey questionnaire, Form OC-1. In some cases you will have to trace the selected household to get a current telephone number. The objective is to complete as many questionnaires as possible by telephone interview.

**2. Field Follow-up**

The Forms OC-1 for households not contacted by telephone will be given to field interviewers for personal interviews. The interviewers will attempt to contact the selected household and complete a questionnaire, Form OC-1. This will likely occur after September 15.

You will visit each household identified on the list given to you by your supervisor and complete the questionnaire by interview.

**E. Confidentiality**

The Statistics Act provides that all information collected by the census and related studies be kept confidential.

The Statistics Act prohibits the disclosure of any information regarding an individual to any person, business, agency or an other department of the government. This also applies directly to you.

Disclosure of any information obtained under the Act is an offense and any person found guilty of this offense is liable on summary conviction to a fine not exceeding \$1,000 or to imprisonment for a term not exceeding six months or to both.

The security of all completed questionnaires and other survey material is your responsibility.

If respondents ask how to obtain access to the information they have given in this survey, tell them to contact Statistics Canada and to quote the following number: STC/P-PU-008.

**F. Language Problems**

**1. Official Languages Act.**

The Overcoverage Survey interview must be conducted in the language requested by the person being interviewed. The language of the Overcoverage Survey questionnaire (Form OC-1) is the same as the census questionnaire, but if you contact someone who wishes to be interviewed in the other official language follow these procedures:

- (a) If the person contacted is a household member, refer the case to your supervisor who will arrange for the household to be contacted in the preferred official language.
- (b) If the person contacted is not a household member, thank him/her and ask to speak to a household member.

**2. Language Problems other than French or English**

- (a) If the person being interviewed is a household member, try to interview another household

member. If this is unsuccessful end the interview and refer the case to your supervisor.

(b) If the person contacted is not a household member, thank him/her and ask to speak to a household member.

**G. Questions from Respondents**

If respondents have questions concerning the Overcoverage Survey or questions on the questionnaire (Form OC-1), refer to the Overcoverage Survey Rationale, Appendix B.

## II. GENERAL INSTRUCTIONS

### A. Duties

1. During the period specified for telephone interviewing, you will:
  - (a) attempt to contact each household assigned to you at the telephone number in ITEM A;
  - (b) trace the household and attempt to obtain an up-to-date telephone number, if the household cannot be contacted at the census telephone number;
  - (c) interview a responsible household member to complete an Overcoverage Survey questionnaire for each case.
2. During the period specified for field follow-up by your supervisor, you will:
  - (a) attempt to contact each household assigned to you;
  - (b) interview a responsible household member to complete an Overcoverage Survey questionnaire;
  - (c) attempt to confirm that the household existed by obtaining the last resort information asked on the Form OC-1, if you cannot contact the selected household.

### B. Guidelines for Interviewing

To successfully complete your assignment, follow the guidelines below when interviewing respondents.

1. Introduce yourself as a Statistics Canada interviewer.
2. Interview a responsible person in the household.
3. Ask the required questions in the specified order and exactly as worded on the questionnaire.
4. Do not interrupt the person being interviewed before he/she has finished, even if he/she hesitates. (This hesitation may simply mean the person is trying to remember some facts.)

5. At times you may feel the person's answer is doubtful. Make sure he/she understands the question, but be very careful not to antagonize the person by questioning his/her answer.
6. If an exact answer is not possible, a good estimate is acceptable, but a guess is not.
7. Follow the instructions on the questionnaire for questions with instructions to mark as many circles as applicable.
8. Thank the person for his/her time after completing the interview.

**C. Supplies**

To perform your duties, you will be given the following materials during your training class:

1. a list of the households you are to contact (Overcoverage Survey Sample Control List, Form OC-6);
2. a questionnaire (Form OC-1) for each household listed with the address and names and personal information of household members transcribed from the Form 2 in the Field Collection Unit;
3. an instruction card "HOW TO COMPLETE FORM OC-1";
4. a Census hourly employee account (Form 34) to claim payment for the hours worked (for telephone interviewers only).

### III. TRAINING

#### A. General

You will be trained for one day scheduled prior to the start of telephone interviewing. The exact date will depend on the schedule for the Overcoverage Survey in each regional office.

#### B. Training Plan

The training is designed to familiarize you with the Overcoverage Survey - Private Dwellings questionnaire (Form OC-1), the Overcoverage Survey Sample Control List (Form OC-6), the procedures to follow, your account form, definitions and any general instructions.

#### C. Preparation of Assignment

During training, your supervisor will distribute the Overcoverage Survey Sample Control List, Form OC-6. The households in your assignment will be listed on the Form OC-6. The address and telephone number from the census questionnaire is included for each household in your assignment.

You will also be given an Overcoverage Survey questionnaire, Form OC-1, for each household listed on the Form OC-6. The identification, household address and telephone number, and the personal information for each household member were transcribed onto the questionnaire in the Field Collection Unit from the census questionnaire. To prepare your assignment follow the instructions below.

1. Ensure you have a questionnaire for each household listed on the Form OC-6.
2. Ensure the PROV, FED, EA and VN numbers on each Overcoverage Survey questionnaire, Form OC-1, match those on the Overcoverage Survey Sample Control List, Form OC-6.
3. Ensure the household number on each questionnaire matches the household number listed on the corresponding line in Column 1 of the Form OC-6.

4. Ensure the address and telephone number entered in ITEM A on page 2 of each questionnaire match those listed on the corresponding line in Columns 2 and 3 of the Form OC-6.
5. Ensure the number of persons entered across the top inside of each questionnaire matches the number of persons listed on the corresponding line in Column 4 of the Form OC-6.
6. If any identification numbers or entries do not match on the Overcoverage Survey Sample Control List (Form OC-6) and the Overcoverage Survey questionnaire (Form OC-1) tell your supervisor.
7. Assemble all the material needed to conduct your interviews.
8. Determine the selected person (SP) for each household. The selected person will be asked questions in Step 4 - Content section on page 12 of the Overcoverage questionnaire:
  - (a) Referring to the date of birth for each person (in the Day/Month/Year boxes in each Person block across the top of the inside of the questionnaire), select the person born in 1976 or before with the first birthday after January 1.
  - (b) If more than one person has the same date of birth, select the person with the lowest Person number.
  - (c) Mark "X" in the SP circle for that person.
  - (d) Print the selected person's name in the box in the Interviewer Check Item at the top of page 12 of the questionnaire.
  - (e) If date of birth is missing for any person, obtain it during telephone contact and select the SP before completing Section 4 of the questionnaire.

9. If a telephone number is not entered in ITEM A on page 2 of a questionnaire:
  - (a) Refer to a telephone directory, or directory assistance to obtain it and enter the number in ITEM A.
  - (b) If other sources are needed to obtain a telephone number, refer to Appendix A.

**IV. INTERVIEW PROCEDURES**

**A. General**

You will contact selected households by telephone to complete an Overcoverage Survey questionnaire, Form OC-1. If you cannot contact the household at the address taken from the census questionnaire, you will try to trace the household and obtain an up-dated telephone number by contacting alternative sources of information.

If selected households are not contacted by telephone, they will be assigned to field follow-up. Interviewers will either try to contact the household or, if unsuccessful obtain information from neighbours, a landlord, etc., to confirm its existence or whereabouts on Census Day, June 4.

If you are trying to contact the selected household by telephone, you will complete Steps 1, 3 and 4. Note that Section 4 is completed for only one household member, the selected person (SP).

If you are trying to contact the selected household during field follow-up, you will complete Steps 2, 3 and 4. Note that Step 4 is completed for only one household member, the selected person (SP).

Regardless of how you are trying to contact or trace the selected household, you will always try to obtain information about it from alternative sources of information, if possible.

Information concerning any situation will help determine if the household existed or not. Provide as much detail as possible in the Comments section on the back of the questionnaire, Form OC-1.

**B. Step 1 Procedures**

1. Telephone the selected household at the number entered in ITEM A. If no telephone number is entered, determine the number from telephone directories or directory assistance.
2. Determine if you have reached the selected household or obtain information as to where to contact them.
3. Enter any information in Step 1 on the questionnaire.

4. Always probe for a telephone number when trying to obtain information about the selected household.
5. If no information is obtained from a previous contact, trace the household as described in Appendix A, page .
6. Record any information obtained from the first telephone contact in STEP 1.1. Record the name, telephone number, address, and source of information for the second, third and fourth telephone contacts in Steps 1.2, 1.3 and 1.4.
7. When the selected household is contacted go to Step 3, the Coverage section of the questionnaire.
8. Make as many telephone attempts as possible on different days at different times (including Saturday morning) at the telephone number in ITEM A.

**C. Step 2 Procedures (Field Follow-up)**

1. Visit the address in ITEM A. If the selected household is contacted go to Step 3, the Coverage section of the questionnaire.
2. If it is impossible to contact the selected household, obtain information from other sources to confirm whether the household existed and lived at the address in ITEM A. The minimum information required is:
  - (a) one confirmation from a neighbour or other contact, or from data sources in Appendix A, that the selected household lived at the address in ITEM A on June 4, Census Day, i.e., a "yes" response to Question 27 or 37; or
  - (b) a visit to the address in ITEM A plus two different sources (neighbour, landlord or other contact, or data sources in Appendix A) stating they never heard of the selected household.
3. If the address in ITEM A is for a vacant dwelling, if the household is absent, or if the current occupants fail to confirm the selected household lived there on June 4 (i.e., do not answer "yes" to Question 27), contact another source of information and follow the instructions on the questionnaire to complete Step 2.2.

4. A third field contact attempt must be made with another source of information, if the second contact failed to confirm that the selected household lived at the address in ITEM A on June 4 (i.e., do not answer "yes" to Question 37. Complete Step 2.3 during the third field contact attempt.
5. If the person contacted in Step 2 of the Form OC-1 provides an address for the selected household that is nearby (e.g., an address across the street, or in the same building or neighbourhood), visit the address to contact the selected household and complete a questionnaire.
6. No field visit is made if the address from Step 2 is not nearby, or if no address was given by the contact.
7. If a local telephone number is provided during any field visit, attempt to contact the selected household and complete Steps 3 and 4 of the questionnaire.

**D. Step 3 Procedures**

Complete Step 3 - Coverage Section for each person listed on the questionnaire (refer to V. Section D., page 19).

**E. Step 4 Procedures**

Interview the selected person and complete Step 4 of the Overcoverage questionnaire ( refer to V. Section E., page 22).

**F. Edit and completion of front cover**

Edit the questionnaire and complete the entries on the front cover (refer to V. Section G and H, page 23).

G. Completion of the Overcoverage Survey Sample Control List, Form OC-6

1. Questionnaire completed by telephone:

If the selected household is contacted by telephone and an interview is conducted, make the following entries on the Form OC-6 on the line corresponding to the Hhld. No (Column 1) on the questionnaire.

- (a) Enter the date the questionnaire was completed in Column 8.
- (b) When telephone contact has been completed for all questionnaires in an EA, enter the total number of questionnaires completed by telephone in the total box at the bottom of Column 8, and give the Forms OC-1 and the Form OC-6 to your supervisor.

2. Questionnaire completed by field follow-up:

If the selected household is contacted during field follow-up and an interview is conducted, make the following entries on the Form OC-6.

- (a) Enter the date the questionnaire was completed in Column 10.
- (b) When field visits have been completed for all questionnaires in an EA, enter the total number of questionnaires completed by field follow-up in the total box at the bottom of Column 10.

3. Selected household could not be traced during field follow-up:

If the selected household could not be contacted or located, make the following entries on the Form OC-6.

- (a) Enter the date of the field contact attempt in Column 11.
- (b) When field visits have been completed for all questionnaires in an EA, enter the total number of questionnaires for which no information was obtained in the total box at the bottom of Column 11.

4. While telephone interviewing and field follow-up are being performed report the above numbers to your supervisor as requested (weekly).

#### **H. Completion of Assignment**

##### **1. Telephone Interviewing**

When you have completed telephone interviews for all households in your assignment, place the Form OC-6 on top of the completed questionnaires and bind them together. Give them to your supervisor.

##### **2. Field Follow-up**

When you have completed field follow-up for questionnaires assigned to you, place the Form OC-6 on top of the completed questionnaires. Bind them together and give them to your supervisor.

**V. COMPLETING THE QUESTIONNAIRE**

This section contains special instructions and additional information for accurate completion of the questionnaire.

For all sections of the questionnaire, the interviewer must continue with the next question unless a specific Go To instruction is printed next to the response category.

**A. Front Cover**

1. For your own reference and convenience you may want to enter the name and address of the selected household (entered in from ITEM A) on the front of the questionnaire in the box under the identification numbers. It is for your use only.
2. The RECORD OF CALLS/VISITS is for your use. Use this section to schedule calls and visits, and to record the results of these contacts. Enter information from successful contacts (telephone or field follow-up) in the applicable parts of Step 1 or 2. Enter your initials in the "Init." column, when you have completed all possible tracing and contact attempts for a household.

**B. Step 1- Telephone trace record**

1. Read "Is this the home of....?" (Questions 1, 8, 14 and 20) so as to identify the selected household. Refer to the relationship (Rel. box in each Person block) to determine whether the household is a family (codes 1-10), or composed of non-related persons (codes 11-13). Read as many names as necessary to ensure you have the right household. Following are the two-digit relationship codes used for the 1991 Census:

01	Person 1
02	Husband/wife of Person 1
03	Common-law partner of Person 1
04	Son/daughter of Person 1
05	Son-in-law/daughter-in-law of Person 1
06	Grandchild of Person 1
07	Father/mother of Person 1
08	Father-in-law/mother-in-law of Person 1
09	Brother/sister of Person 1
10	Brother-in-law/sister-in-law of Person 1
11	Lodger/boarder

12 Room-mate  
13 Other

2. Mark "X" in the Yes circle in Question 1 and go to Step 3 of you have reached the residence of at least one of the persons listed on the Form OC-1.
3.
  - (a) Do not add any names to the Person blocks at the top of the questionnaire.
  - (b) If the respondent mentions the name of someone living with the household now, or during the census and not listed on the Form OC-1, enter the new names in the Comments section of the back of the questionnaire.
4. If the telephone number is out of service or you have not made contact after many tries, mark "X" in the "No" circle in Question 1. Trace the household as described in Appendix A and go to Step 1.2 of the questionnaire.
5. If a different household is contacted, confirm in Question 2 that the correct telephone number was called and continue with Questions 3, 4 and 5 to get information to help trace the selected household. Enter any information in Question 6.
6. If a No response is given in Question 3, probe for more information by reading all the names entered in the Person blocks, especially in the case of households of unrelated persons.
7. In questions 6, 12 or 18, you do not have to enter information already known in ITEM A. Only additional information (e.g., a new telephone number) needed to contact the selected household is to be entered.
- 8.. If more than three complete telephone tracing attempts are made (Steps 1.2, 1.3 and 1.4), enter the additional information in the Comments section on the back of the questionnaire.

**C. Step 2 - Field follow-up and last resort questions**

If the selected household could not be contacted by telephone, a language problem occurred or because the householder refused, the questionnaire will be sent to field follow-up to try to contact someone at the address in ITEM A.

1. Record in Step 2.1 information obtained during the field visit.
  - (a) Go to Step 3 on page 6 if the selected household is contacted in Question 24.
  - (b) If a different household is contacted, ask Questions 25 to 28 to determine if the selected household ever lived there and where they lived on Census Day.
  - (c) Always try and obtain telephone numbers in Questions 29 and 30 if the contact can help locate the selected household.
  - (d) Mark "X" in the applicable circle in Question 32 to indicate the outcome of the visit to the address in ITEM A.
2. Record information obtained during field visits to other addresses in Step 2.2 and 2.3.

**D. Step 3 - Coverage Section**

This section is completed for every household member. Interview a responsible household member to complete this section of the questionnaire. Try to get information for all household members even if they have moved.

1. Complete Question 49 for all household members before asking other questions.
2. Ask the remaining questions in Step 3 in order by person number, i.e. ask all the questions for Person 1 then the questions for Person 2 and so on.
3. When entering addresses in Questions 51, 53, 58, 61 and 63:
  - (a) enter the information on the applicable lines of the address boxes;

- (b) always try to obtain a postal code for any address;
- (c) enter the province using the following abbreviations (also listed on the back cover of this manual):

<b>NF</b>	Newfoundland
<b>PE</b>	Prince Edward Island
<b>NS</b>	Nova Scotia
<b>NB</b>	New Brunswick
<b>QC</b>	Quebec
<b>ON</b>	Ontario
<b>MB</b>	Manitoba
<b>SK</b>	Saskatchewan
<b>AB</b>	Alberta
<b>BC</b>	British Columbia
<b>YK</b>	Yukon
<b>NT</b>	Northwest Territories

- (d) Enter any address information provided by a contact. If any part of the address cannot be provided, leave the applicable part of the write-in area blank. Do not enter N/A or any other comment in the address block. Use the Comments section on the back of the questionnaire.

4. Question 49:

- (a) Mark "X" at the top of the page above the applicable Person block if the respondent does not know the person. No further questions will be completed for this person number. Ensure the respondent understood the name, as a "no" will be considered as overcoverage.
- (b) Enter any information provided by the respondent about the name in the Comments section on the back of the questionnaire (such as the person was a visitor or the name is for a pet).

5. Question 50:

- (a) Read the address in ITEM A even if the responses in Step 2 or 3 indicate the person may have moved.

(b) If a person is deceased:

- (i) Mark "X" above the person block.
- (ii) No further questions will be asked for this person.

6. Question 51:

- (a) If any household member has the same address as Person 1, enter the address for Person 1 and mark "X" in the Same as Person 1 box for other household members.
- (b) If a household member has a different address than Person 1, enter the address in the answer space for that person. The person could a student at home on Census day but living elsewhere while at school or working.

7. Questions 58:

Try to obtain the name of the place, e.g., Senator Hotel, St. Vincent Hospital, if applicable.

8. Question 63:

If a foreign visitor was listed on the questionnaire and you are given an address outside of Canada, only the name of a country needs to be entered in the City, town block of the address space.

9. Interviewer note, bottom of page 10:

- (a) If the date of birth for any person was not transcribed in the Field Collection Unit, complete the applicable boxes at the top of the questionnaire.
- (b) Determine the selected person following the instructions in Section C.8, page 10.

**E. Step 4 - Content section**

Interview the selected person to complete Step 4. If the selected person is not available, ask the respondent on the SP's behalf. (If the selected person is deceased, do not interview the respondent. End the interview.)

1. Question 68 is mandatory and must have an answer to identify the person interviewed to complete the section.
2. If speaking to the selected person, read the questions using "you or your" instead of "his/her" or the selected person's name.
3. Question 73:

If languages other than French or English are reported, mark "X" in the Other circle and specify the language in the write-in box.

4. Question 75:
  - (a) Ask parts (a) and (b) for each language marked in Question 73.
  - (b) Mark the responses in the circles aligned with each language marked in Question 73.
5. Question 80:

If only "Canadian" is reported, mark "X" in the Canadian circle and ask about any other group and mark the applicable circles above.

**F. Comments section**

1. Use this section to enter any additional information obtained while tracing the household or to record additional addresses and names from Question 58 or 59.
2. Print the question number beside any comments referring to a specific question.
3. Enter any comments that may help resolve cases where contact was not made with the selected household.

**G. Editing the Questionnaire**

1. Ensure there is an entry in Question 1.
2. If Step 3 - Coverage section was completed:
  - (a) In Question 53 and 63:
    - (i) draw a diagonal line through any addresses that are the same as the address in ITEM A, and ensure "X" is marked in the ITEM A circle.
    - (ii) Do not delete the entries for any person who has an address different from the address in ITEM A.
  - (b) In Questions 51, 53, 58 or 61:
    - (i) If the same address was entered for Person 1 and any other household members, ensure the Same as Person 1 circle is marked for other household members.
    - (ii) Do not delete the entries for any person who has have an address different from that for Person 1.
3. If Step 4 - Content section was completed:
  - (a) Ensure there are entries in Questions 68 and 73.
  - (b) Ensure that if there is a write-in entry in Question 73, that "X" is marked in the corresponding Other circle.

**H. Completing the front cover**

1. Mark "X" in the applicable box to indicate the final status of the questionnaire and attempts to contact the selected household.
  - (a) Mark "X" in the Partial interview circle if the selected household was contacted and any of Step 3 or 4 was completed.
  - (b) If the final status is Unable to contact, Refusal, Vacant or Other, mark "X" in the Last resort or the No information circle according

to (i) or (ii) below.

- (i) Mark "X" in the Last resort information circle, if any responses were obtained in Steps 1 and 2 from other sources (e.g., neighbours, landlord or school principal). This information can help determine if the selected household actually existed or not.
- (ii) Mark "X" in the No information circle if no information could be obtained about the selected household from any source during telephone or field contact and tracing attempts.

2. Complete the "Office Use" area on the front of the Form OC-1.
  - (a) Mark "X" in the Only ITEM A box if no addresses other than the one in ITEM A were entered in Step 3.
  - (b) Mark "X" in the Other addresses box if addresses other than the one in ITEM A were entered in Step 3.
3. Mark "X" in the JIC circle in the Office Use box, if any other addresses or names of other adults have been entered in the Comments section on the back cover of the questionnaire.
4. Enter your signature and the date of completion in the space at the bottom of the front cover.

#### I. Special Cases

1. More than one questionnaire for a household

If there is more than one Overcoverage Survey questionnaire (Form OC-1) for a household:

- (a) Ensure the PROV, FED, EA and VN identification numbers, and the Quest No. box are completed on the second (and subsequent) questionnaire.
- (b) Complete the Final status and Office Use boxes on the front cover of the first (e.g., 1 of 2) questionnaire only.

- (c) Enter any comments on the back cover of the first questionnaire, unless more space is needed.
- (d) For Step 3 - Coverage section:
  - (i) There should be no entries in the Person 1 answer spaces on the second questionnaire, unless the census questionnaire was originally completed this way. Do not change any entries in the person blocks at the top inside the Form OC-1.
  - (ii) Continue asking the questions for household members on the second questionnaire after completing Question 67 for Person 6 on the first questionnaire.
- (e) Complete Step 4 - Content section on the first questionnaire, even if the selected person is on the second questionnaire.

2. Refusals

(a) Telephone Interview

A household member or someone contacted to obtain information about the selected household may refuse to be interviewed or to provide information over the telephone.

- (i) Household member refuses to be interviewed:
  - Confirm that the person to whom you are speaking is a member of the selected household.
  - Confirm the address and telephone number match those in ITEM A.
  - Ensure the person knows the purpose of your call.

- Point out that any information given is protected, and that Statistic Canada interviewers are sworn to secrecy and subject to fines or imprisonment if they divulge any information.
- If the respondent still refuses to co-operate, thank the person and end the telephone call.
- Enter your initials and an explanation in the Comments column of the Record of Calls/Visits on the front of the questionnaire and give the questionnaire to your supervisor to assign to field follow-up.

(ii) Contact refuses to provide information:

- Ensure the person knows the purpose of your call.
- Point out that any information given is protected, and that Statistic Canada interviewers are sworn to secrecy and subject to fines or imprisonment if they divulge any information.
- If the respondent still refuses to co-operate, thank the person and end the telephone call.
- Telephone another possible source for information about the selected household. Refer to Appendix A, page 31.

(iii) Household member refuses to allow interview:

- Confirm that the person to whom you are speaking is a member of the selected household.
- Confirm the address and telephone number match those in ITEM A.
- Ensure the person knows the purpose of your contact.
- Point out that any information given is protected, and that Statistic Canada interviewers are sworn to secrecy and subject to fines or imprisonment if they divulge any information.
- If the respondent still refuses to co-operate, thank the person and end the interview.
- Enter your initials and an explanation in the Comments column of the Record of Calls/Visits on the front of the questionnaire and give the questionnaire to your supervisor to assign to field follow-up.
- If you were able to complete part of the questionnaire consider it as a partial interview completed.

(b) Field Follow-up

Questionnaires not completed during telephone interviewing, or for selected households that could not be contacted will be sent to field follow-up

(i) Contact refuses to provide information:

- Ensure the person knows the purpose of your visit.
- Point out that any information given is protected, and that Statistic Canada interviewers are sworn to secrecy and subject to fines or

imprisonment if they divulge any information.

- If the respondent still refuses to co-operate, thank the person for their time and leave.
- Visit another possible source for information about the selected household if nearby (e.g., another neighbour, landlord, or apartment manager).
- Enter your initials and an explanation in the Comments column of the Record of Calls/Visits on the front of the questionnaire.

(ii) If a household member refuses to allow the interview, follow the procedures in (iii) above.

**VI. ADMINISTRATION**

**A. General**

Your are responsible for completing your account forms and submitting them to your supervisor.

**B. Payment of Interviewers**

**1. Telephone Interviewers**

You must complete a Form 34, Census Hourly Employee Account, in order to get paid. Since the form serves many purposes, only certain parts apply to you. For the purpose of your pay, complete the form according to the following instructions.

- (a) Make all entries on the account form in ink.
- (b) Identification entries: ensure that the following entries are on the account form:
  - (i) your social insurance number;
  - (ii) the PROV and FED numbers (if you are assigned EAs from more than one FED, enter the FED number of one FED assigned to you);
  - (iii) your telephone number, name and mailing address.
- (c) Position of Employee: mark "X" in box N "Other" and enter "Overcoverage-tel" on the line provided.  
Code, box 8: enter 94.
- (d) Hourly rate, box 9: enter the hourly rate of \$8.75.
- (e) Part 2: Hours and Expenses:  
Record of hours worked - Enter:
  - the date of each day worked;

- the number of hours worked each day. Record the hours in decimals as follows:
  - 15 minutes = 0.25
  - 30 minutes = 0.50
  - 45 minutes = 0.75
  - 1 hour = 1.00
  - 1 hour and 15 minutes = 1.25
- in box 14:
  - the total hours worked upon completion of the assignment;
- on line 6:
  - the claim for services (calculated by multiplying the total hours by your hourly rate).

(g) Gross claim: enter the amount from line 6.  
(h) Net amount payable: enter the amount from line 9.

If you work 25 days or more, do not enter any amount on line 9. Request a Form 33A from your supervisor and complete it for all work performed during the census unless you have reported the work on a previous Form 33A.

(i) Sign your name to declare that the information shown above is correct and enter the date.  
(j) Give the form to your supervisor.

2. Field Interviewers

Complete a Form 85 and use Project Code 0905-0.

APPENDIX A

TRACING HOUSEHOLDS

A. Possible Sources for Telephone Number or Address

Most households should be contacted by telephone using the information ( name, address and telephone number) transcribed from the census questionnaire. However, some selected households may have moved since census day or the information from the census questionnaire may be incomplete or incorrect. For these cases you will have to trace the household to obtain a new address or telephone number. Section B, on the next page, shows sources used in other Statistic Canada surveys and studies to trace persons. It also indicates if the sources are available publicly.

Each regional office has established contacts with provincial authorities to have access to information. Your supervisor will tell you what contacts and reference material are available in your office. These sources will be used to trace households when other leads have been exhausted.

Before using a telephone number, confirm it is not unlisted, that it is from a telephone book, directory assistance, a municipal assessment book, etc. You do not have to confirm telephone numbers obtained from a family member, a household member or another member of the public. You do not have to confirm the number entered in ITEM A on the Form OC-1.

The following sources should be used until the household or person is contacted or until all possible leads are exhausted.

1. Local telephone and city/suburban directories are to be checked for persons with the same surname or for present residents living at the address in ITEM A of the Form OC-1.
2. Landlords, apartment managers or real estate agents may be able to provide a forwarding telephone number or address.
3. Neighbours may be able to provide useful information. The telephone number of neighbours may be on the sample control form, Form OC-6.

Refer to the next page for other possible sources.

**B. Possible Data Sources**

**References (publicly available)**

1. City/suburban directories (numerical, reverse and street and avenues)
2. Directory assistance
3. Henderson directory
4. Local telephone directories

**Municipal, Provincial/Federal Governments**

1. Citizenship and Culture - International Centres
2. City Hall - land titles, legal department; assessment and property tax (publicly available); municipal affairs; enumeration lists
3. Community and Social Services
4. Department of National Defense - Canadian Armed Forces Bases
5. Education - elementary and secondary schools, colleges and universities
6. Health - insurance plans
7. Housing Authority
8. Police, RCMP
9. Transportation and Communication - Motor Vehicle License
10. Utility Companies
11. Vital Statistics

This list is not meant to be exhaustive.

## APPENDIX B

## OVERCOVERAGE SURVEY RATIONALE

## A. WHY THIS SURVEY IS BEING CONDUCTED

## 1. WHY ARE YOU CARRYING OUT THIS SURVEY?

Statistics Canada is doing a quality check on census population counts. We need to evaluate their accuracy because of their many important uses by governments, businesses and individuals.

For example, census counts are used to calculate payments from the federal government to the provinces and territories, and provincial grants to municipalities.

## 2. HOW WAS I SELECTED FOR THIS SURVEY?

Your address was part of a sample of addresses randomly selected from all across Canada to be included in this survey.

## 3. WHERE DID YOU GET MY TELEPHONE NUMBER AND ADDRESS? (if referring to ITEM A information)

Statistics Canada staff copied it from your Census questionnaire.

By using the telephone numbers on the census questionnaire we can directly contact the households we want to interview, reducing the costs and improving the completeness of the survey.

At the time of the Census, the public was informed that some census information would be used to locate respondents for post-censal surveys.

## 4. WHERE DID YOU GET MY TELEPHONE NUMBER? (if referring to traced number)

We use directories and contact landlords, relatives and neighbours etc. to get an up-to-date phone number. It is very important to contact all the people in our study so that we can produce accurate survey results.

5. WHY ARE YOU ASKING ME FOR INFORMATION TO TRACE MY RELATIVE, (NEIGHBOUR), (TENANT)?

It is very important to contact all the people in our study so that we can produce accurate survey results.

If we are unsuccessful at the telephone number or address that we have sampled, we try to get up-to-date information by contacting landlords, relatives and neighbours etc.

6. YOU SAID THE CENSUS INFORMATION I GAVE WAS CONFIDENTIAL, WHAT ABOUT USING MY NAME AND TELEPHONE NUMBER FOR THIS SURVEY?

Name, address and telephone number have been used only to help us carry out accurate post-censal surveys more cheaply than by any other method. No individuals will be identified when the data are published.

At the time of the Census, the public was informed that some census information would be used to locate respondents for post-censal surveys.

Only Statistics Canada employees, who have taken an Oath of Secrecy, have access to this personal information. They can be fined up to \$1,000 or imprisoned for up to six months for a violation of their oath.

7. DO I HAVE TO ANSWER THESE QUESTIONS?

Like the Census, this survey is mandatory under the Statistics Act. It is important for the accuracy of the results to have high participation by the persons in the sample.

8. HOW DO I KNOW THIS CALL IS REALLY FROM STATISTICS CANADA

You can call our Regional Office (collect) at this number  
(      )       -      -       to confirm that I am a Statistics Canada interviewer. My name is                           .

**9. IS THE INFORMATION I GIVE CONFIDENTIAL?**

Yes, all information collected in any survey conducted by Statistics Canada is kept strictly confidential. All Statistics Canada employees, including the interviewer, take an oath to ensure that they never give out or use the personal information supplied by any survey respondent.

Statistics Canada does not give any personal information, including name, address or telephone number to any outside person or organization.

**10. WHY DO YOU NEED ALL THIS PERSONAL INFORMATION?**

We need information about places where you have lived or stayed so we can check whether you were counted in the Census at that/those address(es).

**11. WHY DO YOU NEED TO SPEAK TO . . . (SP). I CAN ANSWER THE QUESTIONS (STEP 4) FOR HIM/HER? (when we ask to speak to the person marked in the "SP" circle).**

The answers to some of these questions depend on a person's perception and feelings. Therefore, if possible we would like the selected respondent to answer on his/her own behalf.

**B. WHY THE OC-1 QUESTIONS ARE ASKED.****1. GENERAL****STEP 1 and 2 - Contact and Tracing questions**

It is very important to have a high response rate for this survey so that we can produce accurate results. Therefore some questions ask for information to help find people in the sample who have moved since Census Day.

This information will also help to confirm whether they lived at the address where they were enumerated on Census Day.

STEP 3 - Coverage section

The main objective of this survey is to identify cases when the same person is counted more than once in the 1991 Census of Population, or when persons who should not be counted have been enumerated.

Past experience has shown that double counting may happen when a person or family has moved close to Census day, or someone has two homes, such as a student with an apartment who also spends part of the year at his parents' home.

Thus, most of the questions in STEP 3 are asked to try to identify all possible addresses where members of the sampled household may have lived or stayed within a month of Census day.

As well, there may have been a few cases where names on the census form have been made up, or persons who should not be counted, such as foreign visitors, have been included in the Census. Some questions in STEP 3 are asked to identify these situations.

STEP 4 - Content section

Questions for one randomly selected household member, aged fifteen or over, are asked about language knowledge and use, ethnicity and marital status to help evaluate similar questions on the Census questionnaire.

## 2. REASONS FOR SPECIFIC QUESTIONS (STEPS 3 and 4)

Question 49

This is asked to confirm that the persons enumerated at the sampled address are known to the respondent, and not names that were made up.

Questions 50 to 56

These questions are asked to check the address information on the census questionnaire and to identify people who moved close to Census Day. If there are any other addresses given, a check will be done to see if the respondent was also enumerated on a census questionnaire there.

To carry out this check we need complete and accurate addresses. That is why we ask for Postal code.

Questions 57- 59

These questions are asked to get other addresses where any household member may have lived or stayed in May or June.

If there are any other addresses given, a check will be done to see if the respondent was also enumerated on a census questionnaire there.

We ask for the name of another adult living at that address because this name helps confirm that we have found the right household when we do this check.

Questions 60-62

These questions will identify other addresses where someone else may have included a household member's name on a census questionnaire. An example would be a child in a joint custody situation listed by both parents.

If there are any other addresses given, a check will be done to see if the respondent was also enumerated on a census questionnaire there.

We ask for the name of another adult living at that address because this name helps confirm that we have found the right household when we do this check.

Question 63

We ask respondents to state which address is their usual home so that, in the case where someone has been enumerated more than once, we can decide which address was the correct one.

Questions 64 - 67

The Census includes questions to identify Canadian citizens, landed immigrants and people who are in Canada on a student visa, work permit, Minister's permit or who are refugee claimants.

Questions 64 to 67 are asked to evaluate these questions and also to identify foreign visitors who may have been enumerated by mistake.

Questions 69 - 73

The answers to these questions will permit the evaluation of census data on "mother tongue". In the Census, this is defined as the language a person first learned at home in childhood, and still understands. If two languages were learned at the same time, the one that a person spoke most often as a child is considered to be the mother tongue.

With the responses to questions 69-73, mother tongue can be determined more accurately, confirming the responses given on the Census.

In Question 73, the term "understand a conversation" means to be able to follow a short conversation, for example one heard on the radio or television.

Questions 75(a), 75(b) and 76

Responses on the ability and frequency of use of the languages reported, and on the language in which the respondent feels most comfortable will permit a better interpretation of the Census data on language use.

Question 77 to 79

These questions, which obtain information on language(s) currently spoken at home by the selected person, permit a comparison with the languages learned in childhood.

Question 80

The Census question on ethnic origin provide information can be used extensively by ethnic or cultural association to study the size, location, characteristics and other aspects of their respective groups.

The question on the Overcoverage survey is asked to evaluate the responses in the Census and to obtain more information from persons who may have replied only "Canadian" in the Census.

Questions 80 and 81

These questions are asked to gather information that will help evaluate the 1991 Census marital status question which, for the first time, asks the respondent to provide both a legal marital status and a common law status.

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**PROVINCE ABBREVIATIONS**

**NF** Newfoundland  
**PE** Prince Edward Island  
**NS** Nova Scotia  
**NB** New Brunswick  
**QC** Quebec  
**ON** Ontario  
**MB** Manitoba  
**SK** Saskatchewan  
**AB** Alberta  
**BC** British Columbia  
**YK** Yukon  
**NT** Northwest Territories